WHAT IS CLAIMED IS:

1.   Software for routing calls in a call center based on a transaction request obtained from a natural language caller utterance, the software embodied in
5   computer readable media and when executed operable to:

evaluate the natural language caller utterance in accordance with a statistical language modeling speech recognition utility;

determine whether the natural language caller
10   utterance includes an action;

determine whether the natural language caller utterance includes an object;

if the natural language caller utterance includes only an action, elicit a natural language caller
15   utterance identifying an object;

if the natural language caller utterance includes only an object, elicit a natural language caller utterance identifying an action;

if neither an action nor an object are included in
20   the natural language caller utterance, prompt the caller for a natural language utterance identifying an action and an object;

once an action and an object have been identified, locate an intersection of the action and the object in an
25   action-object matrix;

determine a routing destination from a look-up table associated with the action-object matrix intersection; and

direct the caller to the routing destination.

2.   A method for identifying a routing destination in a service center, comprising:

   prompting a user to convey a request;

   receiving a natural language utterance from the
5   user;

   comparing the natural language utterance to an action-object matrix;

   identifying a routing destination based upon results of the natural language utterance to action-object matrix
10   comparison; and

   routing the user to the routing destination.

3.   The method of Claim 2, further comprising:

   querying the action-object matrix to identify
15   related objects if only an action and not an object is included in the natural language utterance; and

   prompting the user for selection of a related object.

20   4.   The method of Claim 2, further comprising:

   querying the action-object matrix to identify related actions if an object and not an action is included in the natural language utterance; and

   prompting the user for selection of a related
25   action.

5.   The method of Claim 2, further comprising initiating a disambiguation dialog with the user where an action-object combination cannot be found in the
30   action-object matrix.

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6.   The method of Claim 2, further comprising
identifying at least one of an action, an object and an
action-object combination using a statistical language
5   modeling speech recognition utility.

7.   A system for routing a service center user
based on a natural language request, comprising:
        at least one processor;
        memory operably associated with the at least one
5   processor;
        a program of instructions storable in the memory and
executable by the processor, the program of instructions
operable to identify a task to be performed from a
natural language user request and a task matrix and to
10   direct the user to a service center agent for performance
of the task.

        8.   The system of Claim 7, further comprising the
program of instructions operable to:
15   identify an action-object combination from the
natural language user request; and
        locate a service agent to perform the task based on
the identified action-object combination and the task
matrix.
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        9.   The system of Claim 7, further comprising the
service center agent operable to provide automated user
assistance in performance of the task.

25   10.   The system of Claim 7, further comprising the
service center agent operable to provide technician
assisted performance of the task.

        11.   The system of Claim 7, further comprising the
30   task matrix including a plurality of available service

center actions each cross-referenced with one or more
objects creating action-object combinations and where the
action-object combinations define tasks available from a
service center agent.

    12. The system of Claim 11, further comprising the
program of instructions operable to reference a look-up
table containing service center agent routing
destinations in response to a match between an action and
an object in the natural language utterance and an
action-object combination in the action-object matrix.

    13. The system of Claim 7, further comprising the
program of instructions operable to identify at least one
of an action or an object in the natural language
utterance to identify the task to be performed.

    14. The system of Claim 7, further comprising the
program of instructions operable to prompt the user for
at least one additional natural language user request in
response to identifying an action and no object in the
natural language user utterance.

    15. The system of Claim 7, further comprising the
program of instructions operable to prompt the user for
at least one additional natural language user request in
response to identifying an object and no action in the
natural language user utterance.

16. The system of Claim 7, further comprising the program of instructions operable to prompt the user for confirmation of the identified task requested.

17.   Software for routing users to an appropriate service center destination, the software stored in computer readable media and when executed operable to:

    match a transaction request derived from a natural

5   language utterance to a transaction option in a transaction option matrix; and

    facilitate connection between the user and a service module operable to effect processing of the requested transaction.

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    18.   The software of Claim 17, further operable to initiate a disambiguation dialog with a user in response to a failure to match a transaction request derived from the natural language utterance to a transaction in the

15   transaction option matrix.

    19.   The software of Claim 17, further operable to derive an action-object combination from the natural language utterance.

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    20.   The software of Claim 19, further operable to:

    locate an action-object intersection in the transaction option matrix matching the derived action-object combination; and

25   reference a look-up table associated with the transaction option matrix, the look-up table containing destination information for a service module operable to effect the transaction option associated with the action-object intersection.

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21.   The software of Claim 19, further operable to:
query an action-object matrix in response to
derivation of an action without an object to identify
available objects associated with the derived action; and

5   prompt the user for a natural language utterance
selection of an available object associated with the
derived action.

22.   The software of Claim 19, further operable to:
10   query an action-object matrix in response to
derivation of an object without an action to identify
available action associated with the derived object; and
prompt the user for a natural language utterance
selection of an available action associated with the
15   derived object.